

At the Town of Herndon, [Cityworks Server PLL \(Permits, Licensing, and Land\)](#) and [Cityworks Server AMS \(Asset Management Solution\)](#) have become an integral component of the daily operations in the Town's Public Works and [Code Enforcement Departments](#). The Town recently went "live" with Cityworks PLL to manage the code enforcement violations within the Town. Code enforcement officers for the Town have reported an array of benefits resulting in a considerable return on investment (ROI) in terms of time savings and efficiency in managing their case loads. Herndon is pleased with the outcome of implementing Cityworks PLL in addition to their existing Cityworks AMS implementation and anticipates further results as they continue to grow with the product and learn the features of PLL. The Zoning enforcement branch of Community Development uses Cityworks Server PLL for its Neighborhood code enforcement activities. The Zoning Enforcement branch consists of four inspectors, each managing overlapping town zones. Inspectors access Cityworks PLL on computers in their offices. PLL has benefited the Town in three major areas: application support, business integration, and workflow.

Application Support

The old client-based application system the Building Department used before Cityworks PLL was developed using Microsoft Access. This system became progressively more difficult to maintain and needed to be completely rewritten. Switching from the previous system to the web-based Cityworks has improved and simplified application support throughout the department. IT staff no longer need to update each and every department computer when making changes, saving the Town valuable time and resources. In addition, the Town manages fewer separate homegrown applications. Thus, application and programming hurdles, like software incompatibility issues, don't cost the Town the time and effort it takes to develop and manage their own application.

Business Integration

The ability of Cityworks to integrate seamlessly with Herndon's GIS has been a major benefit. PLL takes advantage of the Town's GIS infrastructure data, providing the ability to utilize the GIS framework with code enforcement issues and points of interest. In addition to GIS benefits, the open nature of the software will allow the department to customize and integrate Cityworks with the Town's new ERP (financial system) software when it is implemented within the year. Tracking the status of fee payments with the new ERP within Cityworks will further streamline the enforcement process.

Enhanced Customer Service

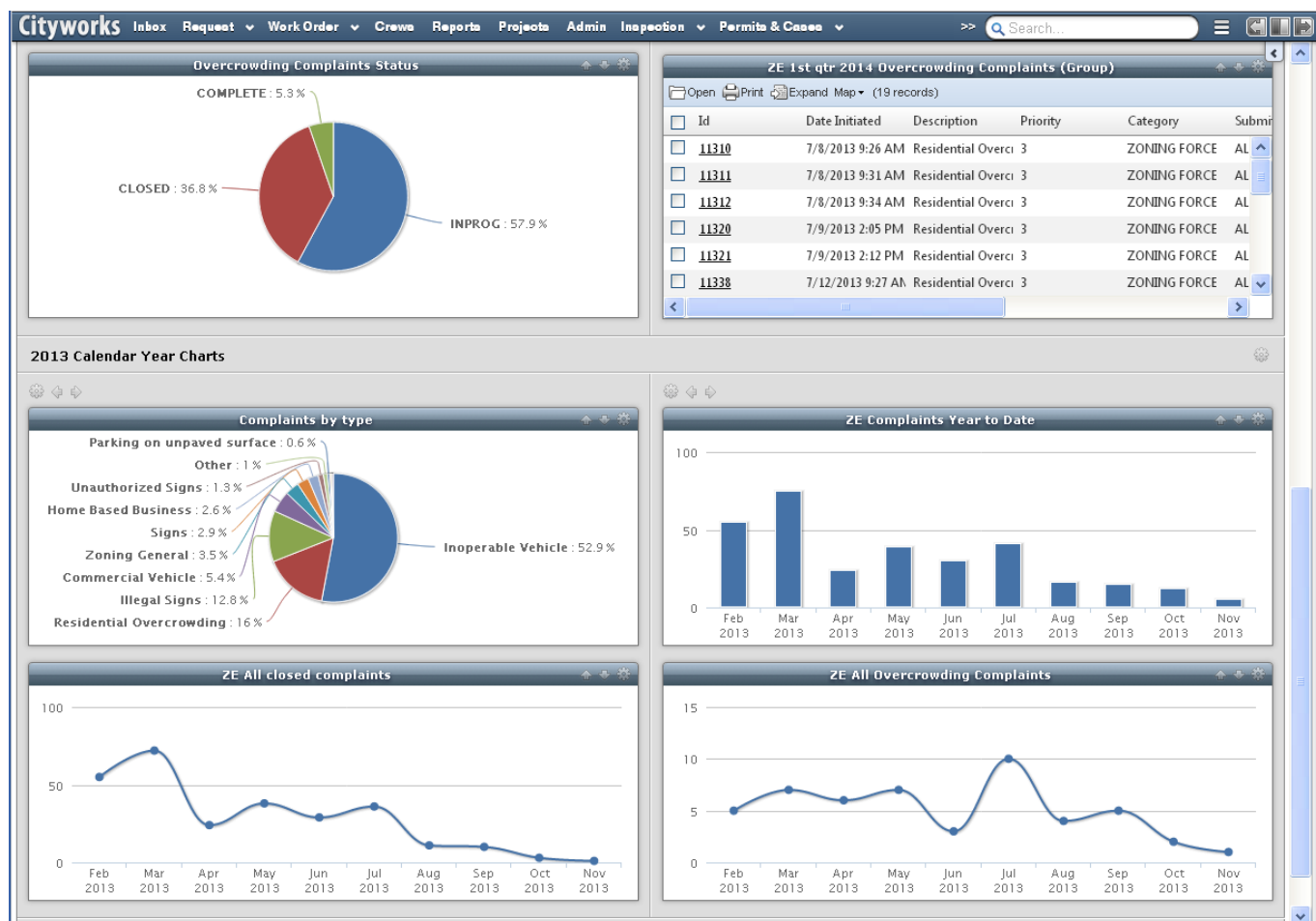
Zoning Enforcement complaints can now be submitted via the [Town's CRM web portal](#). The CRM interfaces directly with Cityworks to provide a system of tracking and responding to citizen service requests in a timely manner. Citizens can select from a variety of DPW and Zoning Enforcement request types and can check the status of their request via their provided email address. Citizens' requests (complaints) can now be received 24/7, enhancing reporting of community issues and improving customer service.

Workflow

The built-in workflow of Cityworks Server PLL has enabled the Town to better manage processes and have an improved overview of day-to-day operations. All case-related documents can be directly attached to cases, resulting in streamlined complaint processing and overall case management. The Town's

Attorney office can now electronically access case files without waiting for hardcopies to be sent via inter office mail.

Reporting and case management processes have also become much more efficient as a result of Cityworks PLL. All documents submitted by property owners related to their cases can be attached directly to the case, eliminating paperwork that used to be sent between the Street Maintenance & Building Divisions of Public Works. The new system provides a much more organized, efficient, and eco-friendly process. Community Development management can view summarized complaint and case statistics as charts and graphs in customized dashboards via the internal Cityworks website.



"The combination of Cityworks Server PLL and AMS has given us one central location to manage Zoning Enforcement complaints and cases," states Angelia M. Alford, CZA/CBMO Senior Community Inspector at Herndon. "Cityworks PLL has been very helpful in expediting our code enforcement and reporting procedures, providing us great ROI benefits. We look forward to the implementation of business licensing and building permits into our program in the near future which will enhance our processes even more."

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